



U.S. DEPARTMENT OF COMMERCE

COMMERce Information Technology Solutions (COMMITTS) Program

FY 00 Balanced Scorecard SURVEY

Thank you for taking the time to complete the Balanced Scorecard Survey. The COMMITTS Program was established to provide mission critical information technology solutions through the use of all categories of small businesses through an innovative, disciplined, and streamlined process.

We have developed a Balanced Scorecard to measure how well we are doing to achieve the mission and objectives of the COMMITTS Program in the areas of customer satisfaction, financial efficiency, improved internal processes and employee development and growth, and program recognition. In order to collect the data necessary to report on these measures, we have developed several surveys directed toward the specific area of interest. The survey below is divided into the categories of: Customer, Contracting Officers Technical Representative, and Vendor. You are requested to complete the portion of the survey as applicable to your participation in the COMMITTS Program. Your responses will provide the data needed to assess our program performance and ultimately improve in these respective areas.

Instructions for Completing the Survey Form:

The following survey is broken into three sections: Customer, Contracting Officers Technical Representative, and Vendors. Please complete the appropriate survey following the instructions and sample below. On the survey, for each statement, please rate:

- your relative agreement or disagreement (Column I) AND
- the relative importance (Column II) associated with it, AND/OR
- fill in the blank as appropriate.

It is important to answer BOTH THE AGREEMENT AND THE IMPORTANCE PORTIONS of each question. Respond by marking the "Not Applicable" category ONLY if you do not have enough information to respond to a particular statement, don't know, or are undecided. Please consider only your personal direct experience when responding. All individual survey results will remain confidential.

Questions and assistance:

For questions or assistance in completing this survey please contact Ruby May on 202-482-4748.

SAMPLE:

For each statement, please rate BOTH your relative Agreement in Column I, 1-4, AND the relative Importance associated with it in Column II, 1-3, by completely filling in the appropriate oval, OR N/A if you don't know.

| I. Agreement (Check one) | | | | | II. Importance (Check one) | | |
|-----------------------------|-------|----------|-------------------|----------------|-------------------------------|-----------|---------------|
| STRONGLY AGREE | AGREE | DISAGREE | STRONGLY DISAGREE | NOT APPLICABLE | VERY IMPORTANT | IMPORTANT | NOT IMPORTANT |

QUALITY WORK ENVIRONMENT

- My organization provides sufficient flexibility in my work schedule. ☒ ☐ ☐ ☐ ☐ ☒ ☐ ☐
- I am provided adequate training to perform my job. ☐ ☐ ☐ ☐ ☒ ☐ ☐ ☐
- Team contributions to the organization are rewarded. ☐ ☒ ☐ ☐ ☐ ☒ ☐ ☐
- Number of hours of training per employee for this reporting period: _____

CUSTOMER SURVEY

RATINGS

| I. Agreement (check one) | | | | | II. Importance (check one) | | |
|-----------------------------|-------|----------|-------------------|----------------|-------------------------------|-----------|---------------|
| STRONGLY AGREE | AGREE | DISAGREE | STRONGLY DISAGREE | NOT APPLICABLE | VERY IMPORTANT | IMPORTANT | NOT IMPORTANT |

For each statement, please rate BOTH your relative Agreement in Column I, 1-4, AND the relative Importance associated with it in Column II, 1-3, by completely filling in the appropriate oval, OR N/A if you don't know.

STREAMLINED PROCESS

1. I am satisfied with time it takes to award a Task Order through COMMITS.

○ ○ ○ ○ ● ○ ○ ○ ○

MEET OR EXCEED CUSTOMER EXPECTATIONS

2. I am satisfied with the responsiveness of the COMMITS Program Office in resolving any issues that arise in generating a comprehensive and understandable performance-based statement of work and/or project agreement.

○ ○ ○ ○ ● ○ ○ ○ ○

3. I am satisfied with the quality of performance of the COMMITS Program Office in providing value-added suggestions and adequate task order monitoring.

○ ○ ○ ○ ● ○ ○ ○ ○

4. I am satisfied with the solution/contractor in their ability to fully satisfy the task order requirements.

○ ○ ○ ○ ● ○ ○ ○ ○

Please provide any additional comments in the space below:

CONTRACTING OFFICERS TECHNICAL REPRESENTATIVES SURVEY

RATINGS

| I. Agreement (check one) | | | | | II. Importance (check one) | | |
|-----------------------------|-------|----------|-------------------|----------------|-------------------------------|-----------|---------------|
| STRONGLY AGREE | AGREE | DISAGREE | STRONGLY DISAGREE | NOT APPLICABLE | VERY IMPORTANT | IMPORTANT | NOT IMPORTANT |

For each statement, please rate BOTH your relative Agreement in Column I, 1-4, AND the relative Importance associated with it in Column II, 1-3, by completely filling in the appropriate oval, OR N/A if you don't know.

EFFECTIVE PROJECT MANAGEMENT

- | | | | | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. I am satisfied with the percent of task order deliveries made on time or before the delivery dates as negotiated with the COMMITS vendors. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. I am satisfied with the percent of projects where performance measures were met or exceeded as outlined in the Statement of Work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

EFFICIENT REQUIREMENTS MANAGEMENT

- | | | | | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 3. I am satisfied with the process for making changes to the task order following the task order award. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|---|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|

The following require numerical responses:

4. Number of task orders this reporting period: _____
5. Number of changes made to a task order in this reporting period: _____
(Does not include additional requirements; changes only.)

Please provide any additional comments in the space below:

VENDORS SURVEY

The following questions require numerical responses only.

PROGRAM RECOGNITION (Quarterly)

1. Number of programs/projects recognized for COMMITS work during this reporting period: _____
2. Number of awards received by COMMITS prime contractors (formal awards for all work performed): _____

KNOWLEDGE DEVELOPMENT (Quarterly)

3. Average hours of training per employee for COMMITS prime contractors: _____

CONTRACTOR SATISFACTION (Annually)

4. Revenue Growth for the annual period ending September 2000: _____
5. Number of customers using COMMITS for first time for annual period ending September 2000: _____

Please provide any additional comments in the space below: